

# Social Care Health and Wellbeing Directorate

## OP/PD and DCALD/MH

### Extra Care Short Term Flats

<b>Issue Date:</b>	1 April 2017 Final (version 1)
<b>Review Date:</b>	6 months from issue date (end Sept 17)
<b>Owner:</b>	Policy and Standards Team Operational Support Unit Social Care Health & Wellbeing Invicta House Maidstone Kent ME14 1XX



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# Section 1 POLICY

## 1. Principles:

- 1.1 The principles of this policy are set out in Kent's Accommodation Strategy for Adult Social Care which gives a commitment to offer people a range of short and long term care options, with a priority to support people to live independently in their own home.
- 1.2 This service offers short term care within modern, fit for purpose extra care settings across Kent.
- 1.3 The guiding principle will be to support people for a short period, of up to 6 weeks, prior to returning home.

## 2. Scope:

- 2.1 Kent County Council (KCC) has commissioned flats in the following extra care settings:

<b>Scheme</b>	<b>Location</b>	<b>Housing Provider</b>
Joseph Hadlum Court	Ashford	Housing and Care 21
King Edward Court	Herne Bay	Housing and Care 21
Caesar Court	Dover	Orbit
Regis Gate	Sittingbourne	Amicus Horizon
Thomas Place	Maidstone	Housing and Care 21

- 2.2 The service will generally provide short term care for people **aged 55 and over**.
- 2.3 The flats are suitable for:
  - People aged 55 and over
  - People who are assessed as needing and are suitable for a short stay in an extra care setting
  - Carers who need a break from their caring role
  - People who may be considering extra care as a long term option
  - People who are living with dementia, providing they do not have challenging behaviour or are prone to 'walking with a purpose'.
- 2.4 The short term care in extra care settings can provide:
  - pre-planned stays
  - emergency placements
  - for assessment purposes prior to returning home
  - for carers to take a break from caring
  - 'a trial tenancy' before deciding on long term extra care as a permanent option.

- 2.5 KCC will meet the costs of the rent and other housing related charges, such as Council Tax, utilities, TV licence etc.
- 2.6 Care will be provided either by KEaH, the on-site care agency or the person's own care agency.
- 2.7 People using the flat, who need care, will be financially assessed for the care service in line with KCC's Policy for Charging for Non-Residential Care.

### 3. Definitions:

3.1 This policy uses the following terms:

Extra Care	A type of housing that enables people with care and/or support needs to remain at home
Planned stay	Pre-booked care made in advance (i.e. covering carer absence)
Emergency stay	Not booked in advance (i.e. carer breakdown, or crisis)
Assessment	Period to identify skills and build confidence and independence
Carer Break	Carer stays to give a rest from caring

### 4. Context:

- 4.1 The legal and policy context for this service is set out in the following documents:
- Kent Accommodation Strategy for Adult Social Care
  - KCC's Charging for Non Residential Care
  - Kent Housing Strategy
- 4.2 Under the Care Act 2014, KCC has a responsibility to ensure a choice of high quality short, and long term care options are available.
- 4.3 A number of Local Authorities have successfully commissioned short term care in extra care settings. This service option can deliver good outcomes for people who need short term care. The Housing LIN has produced various guidance fact sheets which support this type of service development.

## Section 2 PRACTICE GUIDANCE

### 5. Description of Short Term Flat:

5.1 The accommodation aims to look and feel as homely as possible. All extra care settings are slightly different, but generally provide:

- Fully furnished 1 bed accommodation;
- Fully equipped kitchen;
- Emergency alarm system; and
- Communal facilities such as: hairdresser, restaurant, café.

### 6. Eligibility:

The service is suitable for people who are:

- Aged 55 and over
- Have a **short term** care need;
- Have been assessed as suitable to stay in an extra care setting;
- Are able to return home or move onto another care setting;
- Are able to agree to the Terms and Conditions of occupying the extra care flat;
- Are medically stable and have GP cover in place;
- Are a carer needing a short term break from the caring role; and
- May be considering extra care as a long term option.

The service is **NOT** suitable for:

- People with challenging behaviour;
- People prone to 'walking with purpose'. The extra care settings are not secure and being isolated in a flat could compound their condition;
- People with ongoing nursing needs, unless nursing is provided by Community Nursing services. Home care agency staff are not able to carry out nurse related tasks;
- If they have been assessed as having a night care need, unless this is commissioned separately. Carers are on site at night in each extra care scheme but they are not able to deliver hands on care, and they are there to offer a service **only in an emergency**; or
- People who are unable or unwilling to return to their own home or have no home to return to.

### 7. Referral Process: (see Business Flowchart – Appendix 1)

- Service users must be known to Kent Adult Social Services, and all referrals must be made by a KCC Case Manager/ Case Officer or a professional from the Intermediate Care Team.

- Individuals must have a current needs assessment and care or support plan, with risk assessments as appropriate.
- The length of stay must be identified. The flat is for short term placements only and a **move on plan must be identified**.
- Booking dates for the flat **must be strictly adhered to**.
- The service user must be able to agree to the Terms and Conditions of using the flat.
- An electronic calendar will be set up for each extra care flat so that availability can be checked by all localities. It is vital that this is kept up-to date with all bookings. Details set out below:

Mail Box Name	Email Address
Short Term Flat (Regis Gate) – SC	<a href="mailto:RegisGateSTF@kent.gov.uk">RegisGateSTF@kent.gov.uk</a>
Short Term Flat (Thomas Place) SC	<a href="mailto:ThomasPlaceSTF@kent.gov.uk">ThomasPlaceSTF@kent.gov.uk</a>
Short Term Flat (Joseph Hadlum Court) - SC	<a href="mailto:JosephHadlumstf@kent.gov.uk">JosephHadlumstf@kent.gov.uk</a>
Short Term Flat (Caesar Court) – SC	<a href="mailto:CaesarCourtstf@kent.gov.uk">CaesarCourtstf@kent.gov.uk</a>
Short Term Flat (King Edward Court) – SC	<a href="mailto:KingEdwardCourtstf@kent.gov.uk">KingEdwardCourtstf@kent.gov.uk</a>

## 7.1 How to Book the Flat:

- An Operational Team Lead has been identified in each locality that is responsible for authorising all admissions to the flat. Details of these contacts will be supplied separately.
- A request form (**see Appendix 2**) must be completed by the Case Manager and be sent to the Team Lead for authorisation. The request form supplies basic information about the person, the start and planned end dates required details of next of kin, their contact details and basic care package requirements.
- If the referral is considered inappropriate, the Team Lead will notify the Case Manager who will consider other options.
- If the placement is authorised, the request form must be sent to the Purchasing Officer (PO) in the Locality.
- The PO contacts the Housing Scheme Manager in the Extra Care Scheme to check on flat availability. Where appropriate, POs can use other extra care flats in other localities, if they are not being used. Availability can be checked through looking at the electronic diary for the extra care flats.
- The PO notifies the Case Manager if the flat is available.
- The PO contacts sets up the care package in line with the request form.
- The PO records the extra care stay on Swift using the following Contracts and Care Items:

<b>New Contract Name:</b>	<b>New Care Item:</b>
Adult – Extra Care - Kent	Adult Extra Care - Short Term Flat – non costed

- The PO enters/updates the home care package (where a homecare package is being provided within the Extra Care Scheme).
- The PO enters into the electronic diary, the dates that the flat is occupied and vacated.
- The Case Manager is responsible for contacting the person staying in the flat to arrange for them to sign and accept their responsibilities are in using the flat. **(See Appendix 3).**
- The Case Manager also makes a Financial Assessment referral where appropriate, so that a financial contribution to the planned care can be assessed.

## **8. Days and Times of Bookings:**

- Stays in the flat must begin and end **Monday to Friday** as the Housing Scheme Manager and Care Agency supervisors will not be available at the weekend.
- Arrivals and departures at the extra care flat must take place between **10am-3pm** to ensure that the Housing Scheme Manager and Care Agency are available.

### **9.1 Start and End of Stay:**

- People may make their own arrangements to travel to and from the extra care flat, unless the case manager arranges transport.
- On the first day of the stay, the Housing Scheme Manager will meet and greet and provide the keys /fobs etc. They will show the person around the scheme, pointing out the facilities particularly meal options, lounge areas, laundrette etc.
- A full inventory list of contents is provided in the flat.
- The Housing Scheme Manager will explain the alarm and security systems in the scheme.
- The Care Agency will go over the care plan and care package.
- A copy of the Terms and Conditions of occupation of the flat will be available in the flat.

### **9.2 End of Stay:**

- At the end of the stay, arrangements must be made by the Housing Scheme Manager to ensure that keys are returned safely.
- The Housing Scheme Manager will check the flat when it is vacated and notify the cleaner of the need for a clean.
- The flat must be cleaned and ready for occupation **within 24 hours.**

- The cleaner will ensure that bedding, towels and tea towels, microwave, oven, fridge and freezer are all clean.
- Any items left in the flat will be returned to the Housing Scheme Manager, who will contact the Case Manager to arrange for their return.
- If any damage has occurred, the cleaner must notify the Scheme Manager who will contact the Extra Care Lead who will make arrangements for damage to be repaired. In the event that damage is substantial then the person using the flat may be required to pay for replacement or repair costs.
- The PO ends the service on Swift and ensures that the outlook calendar is updated.

#### 10. Charging:

- Individuals, who receive care, will be financially assessed as normal in line with **the KCC non-residential charging policy**.
- If the bed is used for assessment purposes, then this will be a non-chargeable.
- Carers who do not require care themselves will not be charged to use the flat.
- KCC will meet the costs of the accommodation and service charges; this will be invoiced by the Housing Provider on a 4 weekly basis. Other costs will include Council Tax, utilities and contents insurance. The costs will be charged to the sustainability pot for an agreed period until **end of March 2018**.
- The Wellbeing Charge will not be payable

#### 11. Care and Wellbeing:

- If the individual chooses, they may retain their normal care provider, if they are able to provide continuity of care. If this is not possible, then either KEaH or the on-site care agency will provide the care.
- The care and wellbeing services will be based on each individual's assessed care and support plan and care hours.
- The PO will set up the home care package, as normal.
- The on-site care agency will continue to provide the background support/emergency response service. If a person is assessed as requiring a care **call at night, then this must be commissioned separately**. The background support does not provide hands on care for individuals.
- In some circumstances, additional care may be required to help the person settle.

#### 12. Move on plans and extensions:

- Case Managers must move the person on at the end of the stay and should commence planning this at the earliest opportunity.



- Where the stay is extended this must be approved by the Service Manager, for stays over 6 weeks, this must be approved by the Assistant Director.

### **13. Ending a stay early:**

- In the event that the Housing provider has serious concerns that someone staying at the flat is at risk or presents a risk to any of the other tenants, they have the option to bring the stay to an end at an earlier stage than the agreed end date.
- This must be agreed with the Case Manager in advance, and agreement must be made to ensure that the person has a move on plan.
- Circumstances which lead to this may include: unacceptable aggressive behaviour, malicious acts being carried out in the flat or in the communal area or any other appropriate reason.
- The Housing Provider must notify the Case Manager if they are aware that a person using the flat goes missing, and action taken in line with the housing provider's missing person's policy.
- A Fact Sheet is provided in **Appendix 5** which provides more information about the extra care flat.

## **Section 3 MONITORING**

### **14. Review and Monitoring:**

- 14.1 This is an important element of the success of these flats. The Commissioning Officer for the extra care scheme and the Extra Care Lead in each locality will keep an overview of the use of these flats and monitor length of stay and move on arrangements.
- 14.2 The PO will keep a diary of the use of the flat and liaise with Case Management when the period is coming to an end to ensure that there is a move on plan.
- 14.3 The PO will keep a diary of planned stays and will monitor this to ensure that the dates are available and the moving on arrangements is made.
- 14.4 The PO will liaise with the Service Manager in the event that someone is not moved on or blocks the short term flat.
- 14.5 A formal review of the flat will be carried out 6 months from the start date. This will include all parties.

## **15. Outcomes:**

15.1 The quarterly review will take place to identify:

- How many people have used the flat;
- Whether they returned home in agreed timescales;
- Destination: Home, alternative short term care, long term care, into extra care; and
- Whether stay was safe and happy

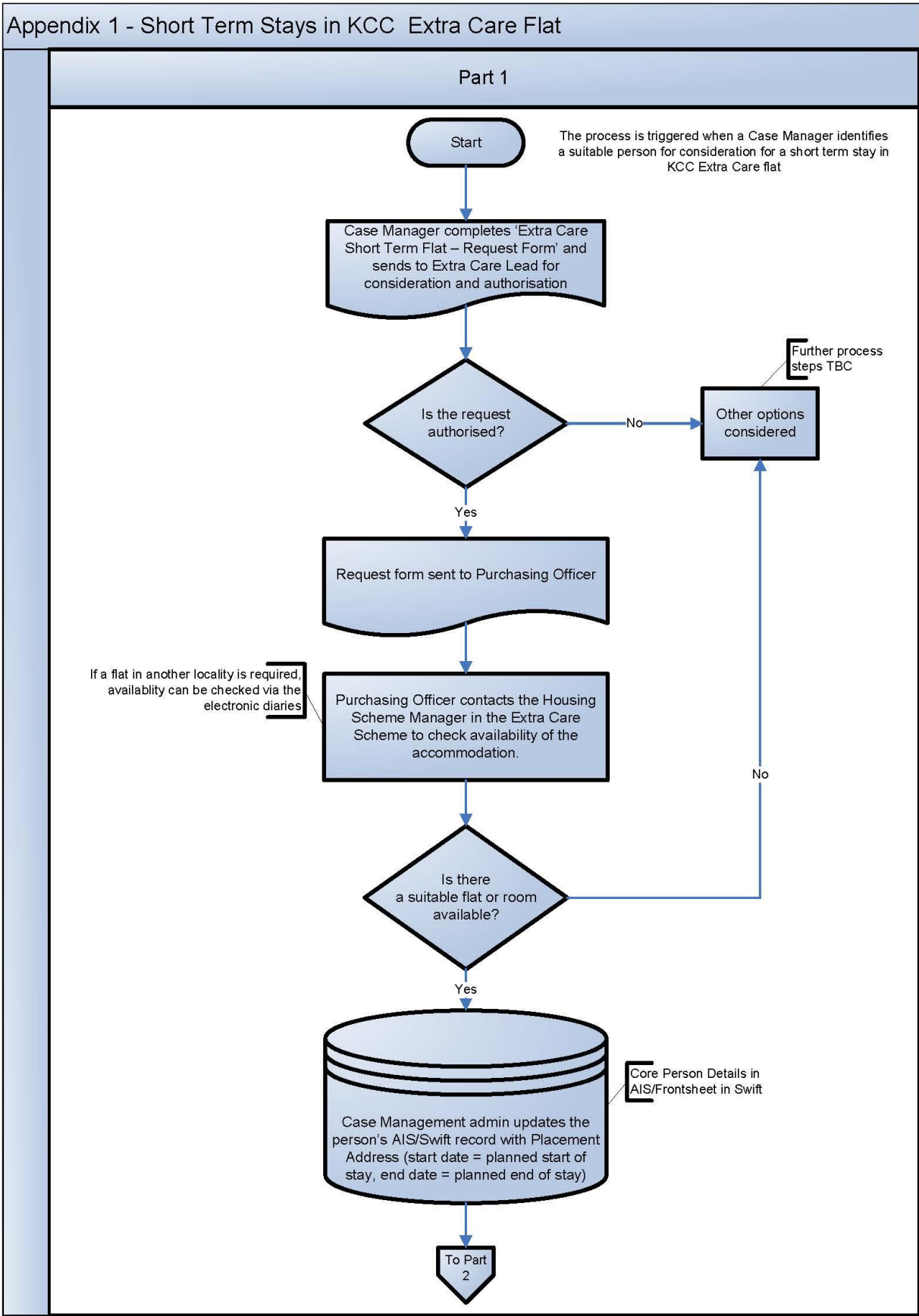
15.2 The review will include:

- Extra Care Lead, Housing Provider, Care Agency, Strategic Commissioning, Service Manager.

## **16. Review of policy**

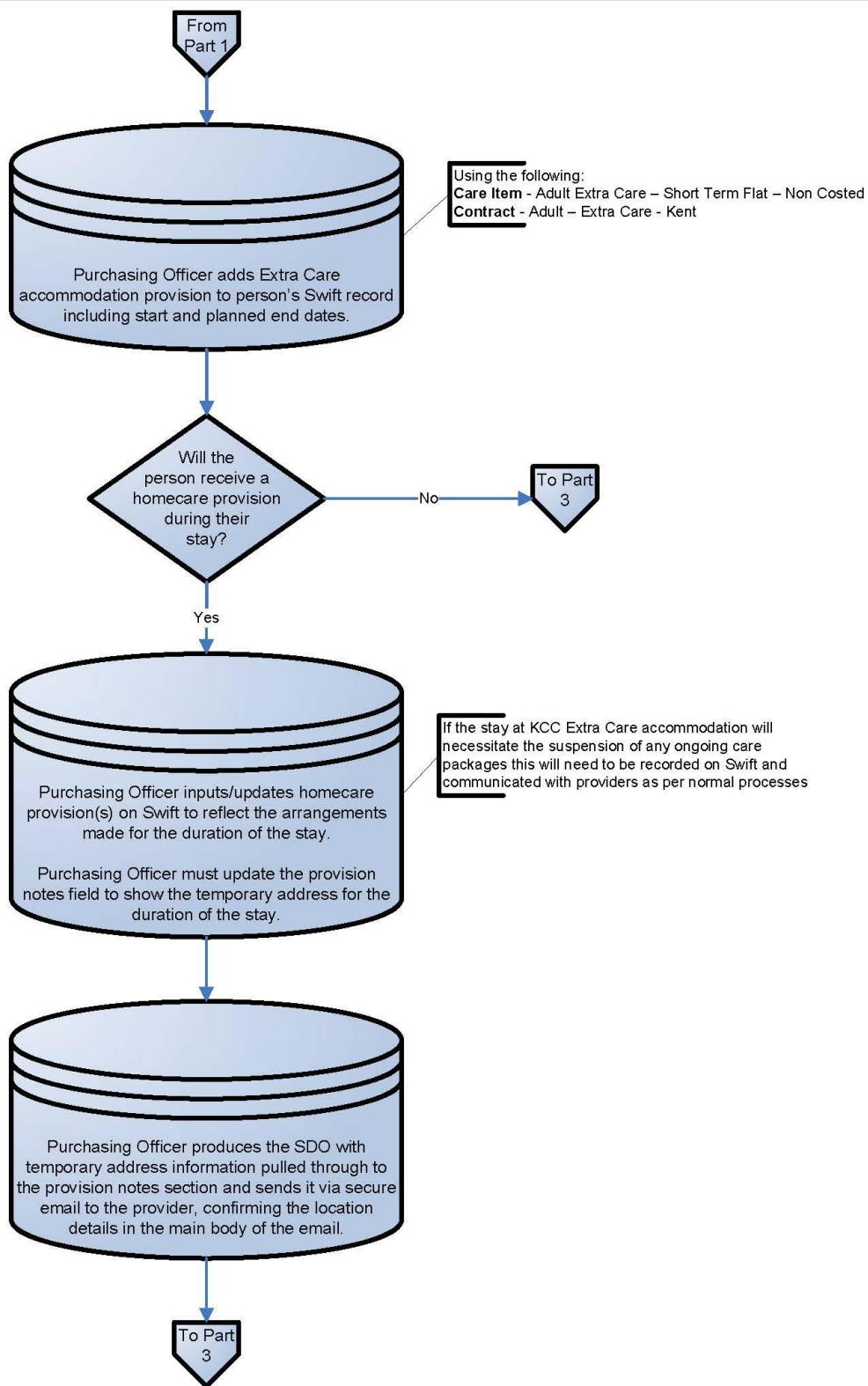
- This Policy will be reviewed by Strategic Commissioning in conjunction with operational staff, 6 months after launch.
- A review of the policy will address fitness for purpose, user friendliness and findings will be reported to senior management.

**SECTION 4 – APPENDICES**

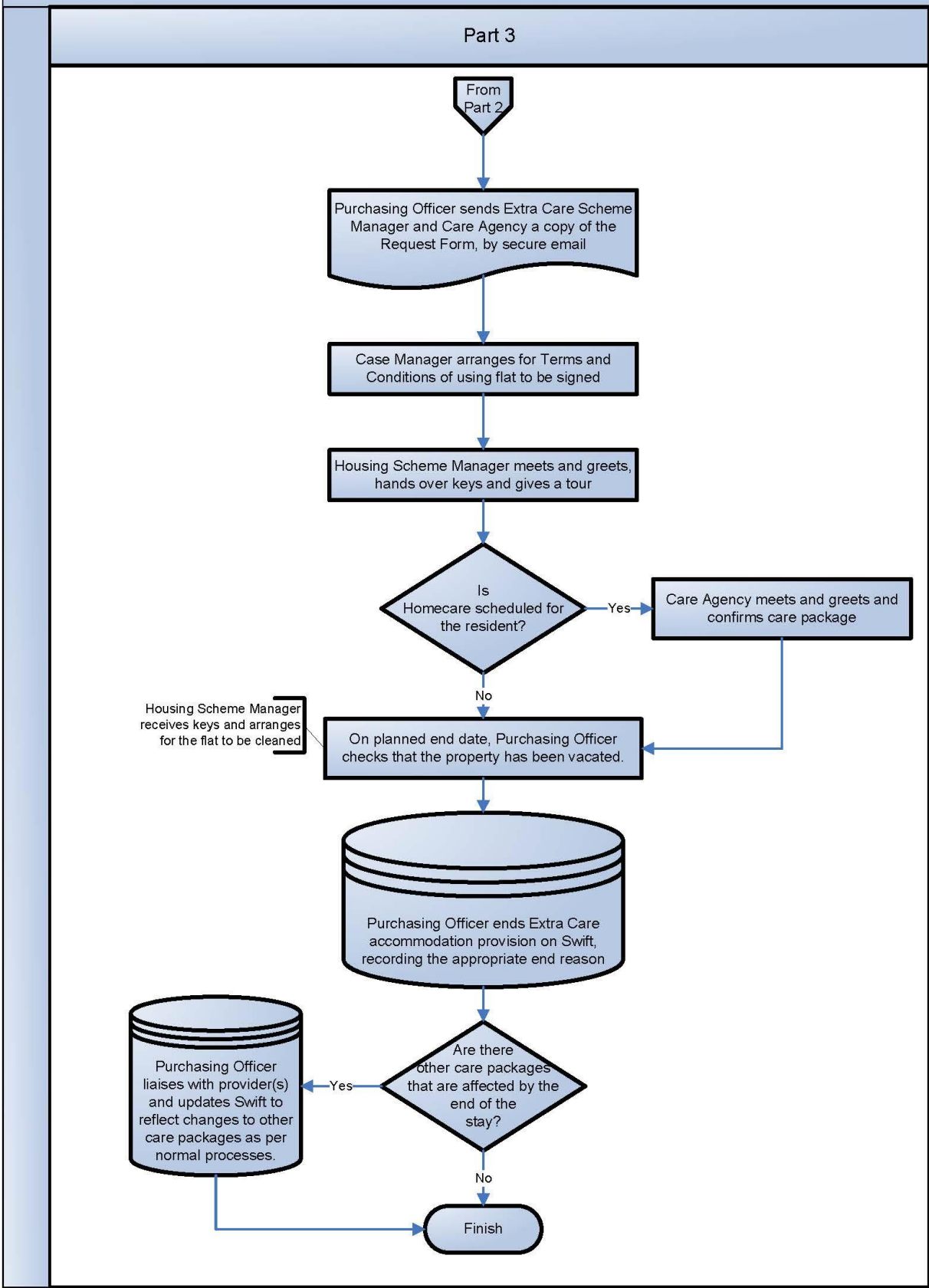


Appendix 1 - Short Term Stays in KCC Extra Care Flat

Part 2



Appendix 1 - Short Term Stays in KCC Extra Care Flat



# Extra Care Short Term Flat - Request Form



APPENDIX 2: This form must be sent to the Extra Care Lead or the Service Manager.

SECTION A: Extra Care Short Term Flat			
1	Case Manager Name and Locality		
2	Contact telephone number		
3	Name and Address of Extra Care Setting required	Tel No:	
4	Date of referral (DD/MM/YYYY)	Click here to enter a date.	
5	Start of stay	Date	Planned End Date Date
SECTION B : Individual Background Information			
1	Client AIS/Swift ID & name or NHS Number		
2	Date of birth		
3	Gender	Please Select	
4	Preferred language		
5	Ethnicity	Please Select	If other please state -
6	Marital status	Please Select	If other please state -
7	Religion	Please Select	If other please state -
8	Sexual orientation	Please Select	If other please state -
SECTION C: Contact details			
1	Main contact		
2	Relationship to person		
3	Main contact number		
4	Secondary contact number		
5	Preferred contact method		
6	Email address		
7	Address		
8	GP and Surgery Details		

### SECTION D – Care Package Requirements

<b>Care to be provided by:</b> <ul style="list-style-type: none"> <li>• KEaH</li> <li>• Normal Agency</li> <li>• Onsite Agency</li> </ul> (please specify)		If applicable, has the existing care agency been advised?  Date and time of last call with existing agency:
<b>Authorised by Extra Care Lead:</b>	<b>Yes</b>	<b>No</b>
<b>State Start of care package:</b>		<b>Planned end date of care package</b>
<b>Set out what care is needed:</b>  e.g.: Mon – Fri, times and tasks, single/double handed.		
<b>Relevant mobility or Health &amp; Safety Issues</b>		
<b>Meal arrangements, please specify:</b>		
<b>State any other special requirements:</b>		
<b>Move on plan – set out details:</b>		

### Section E: Additional Requirements

1	<b>Specialist equipment:</b>	
2	<b>Relationships and social activities:</b>	
3	<b>Emotional wellbeing and mental health:</b>	
4	<b>Religious and cultural needs:</b>	
5	<b>Medication:</b>	

## Appendix 3 - Terms and Conditions of use:

This document sets out various terms and conditions while you occupy the flat that you have been permitted to use.

1. The flat is X in the building known as XXXXXXXX, XXXXXXXX, XXXXXXXX, XXX XXX, Telephone number: XXXX XXXX.
2. An inventory of all items in the flat is attached (**see Appendix 4**).
3. You are permitted to occupy the flat for the time period which has been agreed. Any variations to this must be agreed with you Case Manager.
4. You can use all the facilities provided within the flat.
5. The flat is a non-smoking area; you are therefore not permitted to smoke inside the flat or anywhere in the building. A dedicated place where this is permissible will be identified at the scheme.
6. Where any other services are provided at the scheme, you are entitled to use any of these, hairdressers, laundry; you are responsible for any charges.
7. You shall comply with any rules and regulations relating to the use of the facilities at the scheme.
8. You are allowed to occupy the flat, in so doing you are not entering into a tenancy and you must vacate the flat on the agreed date.
9. The agreement allows you to occupy the flat and this is personal to you and you should not allow anyone to occupy the flat with you.
10. You will not be charged to occupy the flat. You are expected to keep it clean and tidy where possible and you should not carry out any work or make any alterations such as redecorating.
11. You shall not make undue noise or cause any nuisance.
12. Only toilet paper should be put down the toilet. You may be charged for any remedial work for blockages caused by any other items.
13. In the event that substantial damage is made to the flat or to the contents of the flat, then you may be required to pay for repairs or replacement costs.
14. KCC will cover the cost of water, heating, electricity and any housing charges.



15. On the date that your stay ends you will be required to move out, taking all your own belongings with you.
16. The development is not suitable for pets so you will not be allowed to bring any with you.
17. Care will be provided by the onsite care agency. If you already have a care arrangement and you wish to continue this, you will be able to.
18. You will be able to access the 24 hour emergency care by using your call bell, but this must only be used when it is a genuine emergency.
19. You must take reasonable care of the furniture and items in the flat, and report to the Scheme Manager any breakages or damage. You will be charged for any malicious damage.
20. Neither the Kent County Council nor the housing or care provider are liable for any loss or damage to any of your belongings or injury to anyone visiting you. You are also responsible for the safe keeping of your own belongings.

I agree to adhere to the above terms in occupying the flat.

Occupant's Name:

Signature: .....

Date: .....

Start Date of planned stay:

End Date:

## Appendix 4 – Sample Inventory

**Note: this may vary according to the Extra Care Scheme.**

<b>Lounge</b>	<b>Bathroom</b>
Two Seat Sofa	Toilet Seat
Television Stand	Towel Shelf
Television	Towel Bale
Coffee Table	Toilet Brush
Lamp	Waste Bin
Vertical Blind	Toilet Roll Stand

<b>Bedroom</b>	<b>Kitchen</b>
Vertical Blind	Microwave
Bed	Kettle
Mattress	Two Slice Toaster
	Saucepans
Pillow Protectors (Set of 2)	Frying Pan
Duvet	Oven Tray
Pillows (Set of 2)	Tea, Coffee and Sugar Canisters
Duvet Cover	Bread Bin
Pillow Cases (Set of 2)	Mugs
Bedside Cabinet	Set of Dinnerware
Single Wardrobe	Set of Cutlery
Desk/Vanity	Set of Kitchen Utensils
Desk/Vanity Chair	Set of Knives
Clothes Hangers	Can Opener
Ceiling Lightshade	Cheese Grater
Lamp	Jar Opener
Clock	Vegetable Peeler
Laundry Bin	Drinking Glasses
	Tea Towels

<b>Hallway</b>	
Ceiling Lightshade	Kitchen Roll Holder
Doormat	Egg Cups

<b>Hallway Cupboard</b>	
Vacuum Cleaner	Plastic Chopping Board (Meat)
Clothes Airer	Plastic Chopping Board (Veg)
Ironing Board	Colander
Dustpan & Long handled Brush	Oven Gloves
	Mixing Bowl
	Drainer
	Cutlery Tray
	Bin
	Clock
	Washing Machine
	Iron

# Short Term Flats in Extra Care - Fact sheet

for professionals/patients and clients/families and carers



Kent County Council (KCC) Adult Social Services have commissioned a number of flats in extra care settings.

The care service will be provided by the on-site care agencies for people:

- **Aged 55 and over**
- **Who need a short stay, prior to returning home.**
- **Carers who need a break**

**This service is not suitable for people:**

- **With challenging behaviour**
- **Who walk with purpose**
- **Who are not able to return home**

The extra care flats aim to provide a stepping stone – hospital to home, to facilitate early discharge, or prevent the need for admission to hospital or residential care. They can also enable people to try out extra care, if this is something they are considering.

The service is most appropriate for people who want to live independently but need short-term alternative accommodation or short-term help and support to achieve this. The service aims for people to return to their own home with the confidence and level of care required to enable them to cope long term.

Accommodation and support services are available normally for a short period of up to **2-3 weeks**, longer only in exceptional circumstances, and if agreed by the Assistant Director.

The cost of the accommodation/utilities will be paid for by KCC.

Home care, if required, will be charged as normal in line with KCC's Policy for Charging for Non Residential Care.

**Each flat has:**

- An open plan sitting / bedroom, with a separate kitchen.
- Own bathroom with flush-floor shower.
- Furniture and TV
- Bed linen, towels, crockery etc.
- An emergency alarm system.

**There is also:**

- A communal area offering social activities.
- Laundry facilities, a restaurant or café

**For meals:**

- People can use the restaurant/café,
- Choose to provide their own food .

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These extra care flats do **NOT** offer residential or long term care, and do not offer 24 hour care

If someone has a need for a night care package, then this must be set up separately.

At night there is no on-site care as such, only an emergency carer who will respond in urgent situations and make contact with the emergency services, if required.

GP cover will either come from the client's own GP, or if they are not local, medical cover will be arranged with the local GP Practice.

#### **Services available in the Respite Flats:**

At each setting there is:

- A Housing Scheme Manager who deals with housing matters.
- Carer on site 24/7 but this does not provide hands on care but responds to emergencies.
- On site care agency with dedicated domiciliary/home care workers.
- Emergency response via Lifeline when there is no one present.
- Some have computer suites, hairdressers, laundry rooms, wheelchair stores, and even a gym.

Other community based services such as GP, district nursing can be accessed as normal.

More information for prospective clients and families is available from the Case Manager.

#### **Making a referral:**

All referrals must be through a Case Manager or Case Officer who will need to complete a Request Form.

This must be approved by the Extra Care Lead for the particular extra care setting.

Stays in the flat can only take place:

- **Monday to Friday**
- **Between 10.00 am and 3.00 pm (for keys/fobs to be made available)**

#### **Using the Flat:**

We hope that people will treat the flat like their own home.

We expect that:

- The flat will returned in a good order.
- Keys will be returned on the last day of stay.
- That there is no smoking or pets allowed in the flat.
- That when damages or breakages occur, that this is reported.

People using the flat will be provided with a set of terms and conditions of usage, which they must sign. This sets out their full responsibilities.

More detailed information is available for Case Managers via the KNET pages, where you will find the Policy Guidance Document and Systems Guide.